


GREENVILLE POLICE DEPARTMENT POLICY AND PROCEDURES MANUAL		
<b>Chapter 25</b>	<b>Grievance Procedures</b>	
<b>Date Initially Effective: 07/15/94</b>	<b>By The Order Of:</b>  <b>Hassan Aden, Chief of Police</b>	
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### 25.1.1 ESTABLISHMENT OF THE GRIEVANCE PROCEDURE

CALEA Standard: 25.1.1

Article X, Section 2.0 of the City of Greenville Personnel Policies Manual states “it is the policy of the City of Greenville to provide means whereby employees may freely discuss problems with supervisors and to provide a procedure for the presentation and mutual adjustment of points of disagreement that arise between employees and their supervisors. This procedure is designed to assure all employees their complaints and grievances will be answered and decided fairly, quickly, and without refusal or threat”.

In order to fairly and expeditiously resolve employee grievances, the Greenville Police Department shall adhere to the City of Greenville grievance process as outlined in City of Greenville Personnel Policies Manual. This manual establishes and describes the grievance procedures available to city employees including:

- The scope of the grievance procedure
- Identification of matters which may be grieved
- Time limitations for filing, responding to, and appealing grievances
- To what authority the grievance or appeal may be filed
- Description of information to be submitted
- Procedural steps in the grievance procedure including time limitations
- Employee representation in the grievance procedure

Greenville Police Department employees filing grievances shall follow the established procedures as outlined in the City’s Personnel Policies Manual. Employees who desire to file a grievance may contact the City of Greenville, Human Resources Department for specific questions and for a briefing on the grievance process.

#### INFORMATION INCLUDED IN A GRIEVANCE

The employee filing a grievance shall forward a written statement to the Chief of Police through the chain of command that includes:

- A summary of the grievance and the facts upon which it is based, including: significant times; significant dates; specific actions
- The specific wrongful act and harm done
- The remedy or adjustment sought

#### PROCEDURES FOR RESPONDING TO GRIEVANCES

Responses to grievances should include:

- Acknowledging receipt by noting time, date, and person receiving the grievance
- Analyzing the facts or allegations of the grievance
- Affirming or denying, in writing, the allegations made in the grievance
- Identifying the remedy or adjustments to be made

The City of Greenville grievance procedure is a formal process and all Department supervisors involved in a grievance procedure shall document their involvement and response as outlined above.

#### **PROCEDURES FOR APPEALS IN THE GRIEVANCE PROCESS**

The City of Greenville Personnel Policies Manual describes the appeals procedures in the grievance process. Employees are required to follow the chain of command. The Greenville City Manager is identified as the final authority in the grievance process.

#### **25.1.2 GRIEVANCE PROCEDURES AND RECORDS**

CALEA Standard: 25.1.2

The Director of Human Resources is responsible for coordinating the city grievance procedure. The Chief of Police or designee will act as liaison to the Director of Human Resources.

Access to employee grievance records shall be in accordance with North Carolina General Statute 160A-168. Grievance records shall be maintained in the employee's city personnel file.

#### **25.1.3 ANNUAL ANALYSIS OF GRIEVANCES**

CALEA Standard: 25.1.3

The Office of Internal Affairs shall conduct an annual analysis of Department grievances, to include supporting policies and practices and shall submit a report to the Chief of Police that outlines the following:

- The nature of Police Department grievances during the past year
- Grievance trends that may indicate a Department policy review
- Any recommended steps that may minimize the causes of future grievances